Poor Consumer Awareness Regarding Consumer Courts

1955. SHRI KRISHAN LAL SHARMA: Will the Minister of CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION be pleased to State:

(a) whether it is a fact that study undertaken on the working of Consumer Courts in the country, has revealed that 83.5% of the population was not aware of the Consumer Protection Act;

(b) whether it is also a fact that, as per the study even among those who knew about the Act, many were ignorant about the procedure of filing a complaint in a Consumer Court;

(c) whether Government contemplate to intensify its efforts in promoting general consuemr awarness in the country; and

(d) if so, steps beign taken in this regard?

THE MINISTER OF CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (SHRI BUTA SINGH): (a) to (d) The Indian Institute of Public Administration conducted a survey, entrusted to it by this Ministry, in five States (Andhra Pradesh, Madhya Pradesh, Maharashtra, Uttar Pradesh and West Bengal). In each State only two Districts were selected. According to the conclusions arrived by method of random sampling, a total number 1168 persons were contacted out of which 976 are reported to be unaware about the Conumer Protection Act, 1986. A total number of 1051 were not aware of the procedure for filing complaints in Consumer Courts. The Government have taken a number of steps to give wide publicity to the Consumer Redressal Fora set up under the Consumer Protection Act, 1986. The Ministry has printed booklets, brochures etc. on Consumer Protection Act, 1986 which are distributed free of cost. some of these publications give the procedure for filing complaints. The Ministry is also broadcasting a weekly A.I.R. Programme "Apne Adhikar" from all the Commercial Broadcasting stations in all the regional languages which impart knowledge about consumer redressal fora. Similarly, Ministry is Publishing a quarterly journal entitled "Upabhokta Jagaran" which is being distributed to all the voluntary consumer organisations, Libraries etc. free of cost. As a results of the efforts of Government and non-government consumer organisations awareness programmes will certainly spread to the grass root level all over the country in course of time.

राज्यों में सार्वजनिक वितरण प्रणाली से संबंधित नियम

1956. **प्रो॰ राम बख्श सिंह वर्मा:** क्या नागरिक आपूर्ति, उपभोक्ता मामले और सार्वजनिक वितरण मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या यह सच है कि देश में विभिन्न राज्यों में, विशेषकर उत्तर प्रदेश में शहरी और ग्रामीण क्षेत्रों में, सार्वजनिक वितरण प्रणाली के नियम अलग-अलग हैं;

(ख) यदि हां, तो इसका ब्यौरा क्या है और इसके क्या कारण हैं;

(ग) क्या यह सच है कि गाजियाबाद जिले के लोनी क्षेत्र में सार्वजनिक वितरण प्रणाली के अन्तर्गत चावल तथा गेहूं का वितरण नहीं किया जाता है;

(घ) यदि हां, तो तत्संबंधी ब्यौरा क्या है; और

(ङ) क्या सरकार गाजियाबाद जिले के लोनी क्षेत्र में सार्वजनिक वितरण प्रणाली के अन्तर्गत गेहूं और चावल उपलब्ध कराने का विचार रखती है?

नागरिक पूर्ति, उपभोक्ता मामले और सार्वजनिक वितरण मंत्री (श्री बूटा सिंह): (क) और (ख) सार्वजनिक वितरण प्रणाली, केन्द्रीय सरकार तथा राज्य सरकारों/संघ राज्य क्षेत्र प्रशासनों की संयुक्त जिम्मेदारी है। केन्द्रीय सरकार सार्वजनिक वितरण प्रणाली के तहत वितरित की जाने वाली छः प्रमुख आवश्यक वस्तुओं को अधिप्राप्ति, भण्डारण और थोक में आबंटन के लिए जिम्मेदार है। सार्वजनिक वितरण प्रणाली के कार्यान्वयन की प्रचालनात्मक जिम्मेदारी, जिसमें उचित दर दुकाने खोलना, पात्रता के मापदण्ड तथा सार्वजनिक वितरण प्रणाली की वस्तुओं के आबंटन का मापदण्ड निर्धारित करना, राशन कार्ड जारी करना आदि शामिल हैं, राज्य सरकारों/संघ राज्य क्षेत्रों की होती है। स्थानीय

स्थितियों में अन्तर के अनुसार, कुछ राज्य सरकारें हकदारों का अलग पैमाना अपनाती हैं तथा राज्य के भीतर अलग-अलग इलाकों/क्षेत्रों के लिए भिन्न-भिन्न प्रचालनात्मक दिशा-निर्देश जारी करती है। ऐसे ब्यौरे केन्द्र सरकार द्वारा नहीं रखे जाते हैं। (ग) से (ङ) केन्द्रीय सरकार को ऐसी कोई विशिष्ट रिपोर्ट प्राप्त नहीं हुई है। राज्य के भीतर विभिन्न क्षेत्रों में सार्वजनिक वितरण प्रणाली को वस्तुओं का आबंटन करना राज्य सरकार की जिम्मेदारी है।

CBI Enquiry against Senior Managers and Officials

1957. SHRI GOPAL SINGH G. SOLANKI: Will the Minister of CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether it is a fact that some very Senior Managers, viz Deputy General managers C & F, Assistant Managers including Purchase managers, Personnel Managers etc. of various Government undertakings have been proceeded against by the CBI and other vigilance enquiries for corruption and malpractices;

(b) whether such Managers are continuing in their positions without any further check or preventive action from Government;

(c) whether Government have since identified such corrupt managers/officials;

(d) if so, the facts and details thereof; and

(e) what concrete action is proposed for removal of corrupt mangers/officials pending completions of enquiries against them?

THE MINISTER OF CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (SHRI BUTA SINGH) (a) to (e) There are no CBI/vigilance cases pending against any Senior Officer of the Hindustan Vegetable Oils Corporation Limited, the only Public Sector Undertaking under the administrative control of this Ministry.

Funds to State Governments to clear arrears of cases in Conumser Courts

1958. SHRI SURINDER KUMAR SINGLA:
SHRI KRISHNA KUMAR BIRLA:

Will the Minister of CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Central Government propose to release funds to the State Governments for clearing the massive arrears of cases in Consumer Courts by strengthening them;

(b) if so, the details thereof;

(c) whether the number of cases in Consumer Courts are rising consistently; and

(d) if so, what other steps the Central Government propose to take to clear cases in Consumer Courts?

THE MINISTER OF CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (SHRI BUTA SINGH) (a) and (b) An amount of Rupees sixty one crores has been agreed to, in principle, by the Planning Commission for disbursement as one time assistance to the State Governments for strengthening the Consumer Courts.

(c) Yes, Sir.

(d) The responsibility of clearing the pending cases by the Consumer Courts lies with State Governments. For this purpose, many of the State Governments are converting part time district fora into full time. The Consumer Protection Act, 1986 also provides for setting up of additional District Fora depending upon the work load. However, responsibility of setting up of additional District Fora lies solely with the State Governments. Central Government has also been requesting all the States and Union Territories to monitor pendency in Consumer Courts and ensure expeditious disposal of pending cases.